



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Herbert et al.  
Serial Number: 09/776,610  
Filing Date: February 15, 2001  
Art Unit: 3623  
Examiner: Jonathan G. Sterrett  
For: **METHOD AND SYSTEM FOR  
PROVIDING PERFORMANCE  
STATISTICS TO AGENTS**

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**PRELIMINARY AMENDMENT**

This paper is submitted in response to the office action mailed April 13, 2006, and in conjunction with a request for continued examination.

Please amend the application as follows:

**IN THE CLAIMS**

Please cancel claims 42-45.

A complete copy of all claims and their current status follows begins on the next page of this response.